

*Providing Telebehavioral Health Services in Maryland During the COVID-19 Pandemic Webinar*

## Documentation for Telehealth Billing During COVID-19

*If it isn't documented, it didn't happen*

Document the following in as much detail as possible:

- Measures taken to ensure privacy
- Patient consent
- Services delivered
  - Start and End Times
    - Even if the service doesn't meet the minimum*
    - If service is interrupted:
      - The reason for the interruption
    - If service is resumed
      - Start and end times

### Evaluation and Management

- History
- Exam
- Medical decision-making

*Time-based - Per AMA CPT manual, if counseling and coordinating care is more than 50% of the total time, time becomes the controlling factor*

- Counseling and coordinating care:
  - Start and end times
  - Total amount of time spent
  - Details / case notes

**Capture as much information as possible, it may be needed later.**